

City MANAGER'S MESSENGER



City of
Fayetteville
North Carolina

February 24, 2016

CITY COUNCIL SCHEDULE

3/14/2016

City Council Meeting, 7 p.m.,
City Hall Council Chamber

3/16/2016

City Council Special Meeting, 5 p.m.,
City Hall Lafayette Room

3/29/2016

City Council Meeting, 7 p.m.,
City Hall Council Chamber

City Manager's Office

- The recently created Training/Learning Collaborative between the City, County and Fort Bragg partnered on their largest training activity to date. Approximately 100 City, County, Fort Bragg, FTCC and Spring Lake employees attended a Crisis Communications Training session on 2/16 facilitated by Mark Weaver, Esq. Mr. Weaver has taught communications strategy at the UNC School of Government to senior municipal leaders and has been called by NBC News "one of the nation's foremost experts in crisis communications." This full day of interactive training was an opportunity to partner with local agencies and organizations and learn how to work through a crisis situation, developing the appropriate messages for the media and the public and demonstrating to the media and public that we



are properly handling the situation. There was also a second day of training geared toward PIOs, which had a greater focus on social media. Approximately 50 individuals attended this all-day training.

OPERATIONS PORTFOLIO

Fire

- Fire/EM Staff participated in a grant-funded emergency operations center exercise that was conducted by Global Resiliency Consulting on Feb. 11 at the County EOC. The scenario was based on a category 3 hurricane event. Members of multiple agencies within the City of Fayetteville and Cumberland County participated in the exercise including public information, CMO, finance, law enforcement, school system, fire, EMS, emergency management, Red Cross, Fort Bragg and Forestry
- The Department's building committee interviewed 3 architects on the final design, permitting, bid process management and construction management phase of the Fire Station 12 project. A meeting was held with Tim Kinlaw from Cumberland County Schools on the final site plan before submission to the School Board for approval
- Suppression units responded to several working fires that included 2 apartment fires at Carlson Bay apartments off Cliffdale Road near Bunce Road and 924C Waterless St. off Whitfield Street, 1 commercial structure fire at 2208 Southern Ave. in the Massey Hill community and 1 residential structure fire at 1908 Abbeydale Lane off Strickland Bridge Road. First arriving units at the Carlson Bay fire reported fire through the roof. The fire was listed as accidental and started on a balcony; 21 adults and 3 children were displaced by the fire and American Red Cross was called to assist. Estimated dollar loss for the structure and contents was listed at \$500,000

Environmental Services

- The department has been collecting limbs from the Jan. 22 ice storm. We have nearly completed two collections for each household in Fayetteville. The Department has collected over 5,000 tons of limbs due to the ice storm
- The area selected for garbage collection outsourcing was approved by City Council at the Feb. 22 City Council meeting. The request for proposals will be developed in March
- The Duke Behavioral Economics Team's project to study different methods of informing residents about cart placement at the curb is continuing. Areas to include in the study are being refined

HONORABLE RECOGNITION

- A resident that staff spoke with wanted to let Environmental Services know that she feels that department employees have the most important job - more important than that of a surgeon. She really appreciates all the hard work that is done each day
- A resident stated that yard waste crew, truck No. 4047, did such a terrific job cleaning the area. The crew went above and beyond to ensure the area was immaculate

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OPERATIONS PORTFOLIO (continued)

Parks & Recreation

- The Triangle Friendlies Soccer Club came down for its annual tournament and hosted league soccer games on-site. Hundreds of players were here to take part in the weekend long event
- Currently, the department is in the middle of basketball season. Youth basketball games are held at all recreation centers, Mac Williams, Max Abbott, New Century, 71st, 71st Classical, Douglas Byrd, Nick Jeralds and Gray's Creek schools throughout the week. There are 2,390 players registered on 246 teams. There are also 211 players registered for the 5-6 year old instructional program. Total weekly participation for youth games average close to 8,000. Additionally, Hope Mills Parks & Recreation (5 teams), Spring Lake Parks & Recreation (6 teams) and Fort Bragg MWR (3 teams) placed teams in FCPR leagues
- Special Olympics Cumberland County hosted a local 3-on-3 Basketball Invitational on Feb. 13 at Cape Fear High School with a total of 200 players, coaches and spectators. A total of 13 teams from Alamance, Orange and Cumberland counties participated in the event



Airport

- Met with N.C. DOT Aviation to finalize specifications for rehab of RW 10-28, then go to bid. This is a State/local grant
- Trinia Wolfe is the new Co-Chairperson of the Core Value Award (CVA) Committee. Congratulations to Trinia!
- Deputy Airport Director Toney Coleman attended the Fort Bragg Crisis Communication Training with City/County officials

Nothing Significant to Report: Police and Transit

ADMINISTRATION PORTFOLIO

Corporate Communications

- **Crisis/Media Training:** Conducted joint City/County/Fort Bragg crisis/media training on Feb. 16 and 17 at Fort Bragg's Iron Mike conference center, taught by lawyer and crisis/media expert Mark Weaver. The first full day of training was attended by more than 80 senior leaders from the City, the County and Fort Bragg. The focus was on message development, how to work more productively with and understand the particular nuances of the media's needs, while simultaneously meeting an organization's needs. Mock interviews and press conference were also incorporated into the training. The second day was more in-depth and focused on advanced public affairs tactics and attended by more than 40 public affairs professionals. Working now to find a date amenable to both Mr. Weaver and City Council to move forward on planning a shorter media training session for elected officials
- **Downrange: Voices from the Homefront:** Corporate Communications is continuing the planning and coordination for the co-sponsored Mayor/Lt. Gen. Townsend (City/Fort Bragg) event on March 2 at the Cape Fear Regional Theater. The Corporate Communications Director encourages those Council members who have been unable to respond to the Fort Bragg protocol's invitation to please consider doing so soonest, and planning to attend this great event if possible. At present, we have just over 100 people who plan to attend the event (maximum theater capacity of around 300). The play will showcase the challenges and triumphs of military spouses during their spouses' deployments. This is the first time this play has premiered and contains vignettes from some of our Fort Bragg spouses

Nothing Significant to Report: Internal Audit and City Attorney's Office

SUPPORT SERVICES PORTFOLIO

Strategic Performance Analytics

- SPA and IT staff attended developer training for Board International to further refine and make enhancements to the existing application and possibly develop new applications and uses
- The City Council set strategic priorities during the retreat, held at the Fayetteville Technical Community College (FTCC) Horticultural Educational Center. Those priorities, in order, include: Economic development, public safety, beautification/maintenance, infrastructure investment/maintenance, increase intergovernmental and stakeholder collaboration, Parks & Recreation, customer service interaction, quality of service, homeless solution, neighborhood revitalization, comprehensive land use plan, mass transit, land use and poverty

Information Technology

- The IT Department began phase II of the Fayworx AMS for Engineering & Infrastructure, which will encompass service requests, work orders, inspections, and store room for traffic administration, traffic signals, and street maintenance
- Dwayne served on the Smart Cities panel at UNC-Chapel Hill. Panel discussion was centered on how Smart Cities incorporate a systems perspective when moving from separate issues to an integrated vision and actionable, scalable and measurable projects that connect
- Deployed 14 new Revolves to the new FPD Basic Law Enforcement Training Class (BLET)

Budget & Evaluation

- Director participated in the Unified City-County Emergency Operations Exercise and attended the joint City, County and Fort Bragg Crisis Communications Training
- Staff prepared information and participated in the City Council Strategic Planning Retreat
- Staff is working with departments to finalize FY2017 budget requests and to prepare FY2017 revenue projections

Nothing Significant to Report: HRD, Finance and City Clerk's Office

COMMUNITY INVESTMENT PORTFOLIO

Permitting & Inspections

- **Inspections Stats:** 98% of all inspections last week occurred in 1-business day or less from time of request, with 18% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week of Feb. 15-19. Those numbers don't include inspections that were requested for future times outside of the 2-business day window or for cancelled inspections. The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 35 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 4 minutes, 32 seconds for the week of Feb. 15-19
- **Construction & Renovation:** Construction value for the week of Feb. 15-19 totaled \$1,185,067.59 with \$999,369 in new residential & residential renovations, \$90,458.59 in new commercial and commercial renovations and \$103,240 in other permits (swimming pools, fences and other structures, i.e. cell towers, retaining walls, etc.). Staff completed 7 commercial plan reviews last week and currently have 35 commercial projects in plan review
- **Hiring & Services:** Completed hiring process for new Building Inspector and doing follow-up on two additional Inspector candidates. Staff is almost ready to release an online survey that will be available to customers to evaluate our services and identify areas of needed improvement

Engineering & Infrastructure

- Staff from E & I and FAST coordinated with representatives from Fort Bragg to construct a bus pad connection at the Randolph Street Access Control Point. This connecting point will allow customers from Fort Bragg to access FAST buses
- Construction Management is in the process of awarding the 2016 Resurfacing Contract to the lowest bidder, Barnhill Construction Company. The street contract also includes resurfacing the City parking lot located at the corner of Anderson Street and Old Street
- On Feb. 18, Stormwater Inspectors responded to a call from the Fayetteville Fire Department related to a large fuel spill on Bragg Blvd. at the on-ramp to MLK Freeway. The spill originated from a large truck with a loose fuel cap. N.C. DOT cleaned the spill and inspectors insured that no product entered any of the storm drains

Nothing Significant to Report: Economic & Business Development, Planning & Code Enforcement, Community Development and Human Relations